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United Nations

Report of the United Nations High Commissioner for Refugees

Covering the period 1 January 2010-30 June 2011

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Note

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I. Introduction

1. As the Office of the United Nations High Commissioner for Refugees (UNHCR) turned 60 in December 2010, there were 43.7 million people forcibly displaced by conflict and persecution worldwide, the highest number in 15 years. In an increasingly threatening environment of insecurity and unpredictability, xenophobia and racism, and hostility towards refugees and asylum-seekers, and where national sovereignty and security are taking precedence over human rights, UNHCR's mandate is every bit as relevant as it was when the Office was established in 1950.

2. New forms of displacement have emerged in a world where population growth and enhanced mobility, combined with a myriad of social, economic, political, environmental, and human rights-related factors, are driving population movements. Natural disasters have become more frequent and intense, and the slow onset effects of climate change have grown more profound. The international community's response to these phenomena has been disjointed. Yet these trends reinforce and aggravate each other, and will require innovative and more comprehensive approaches to human displacement in the future.

3. Meanwhile, the changing nature and intractability of conflict has made achieving and sustaining peace ever more difficult. The number of refugees returning home voluntarily in 2010 was the lowest in more than two decades, and unresolved conflicts have given rise to semi-permanent global refugee populations. During the reporting period, indiscriminate violence, the deliberate targeting of civilians, and disregard for basic human rights remained widespread in various parts of the world. Rape and sexual violence have become endemic in the Democratic Republic of the Congo, where more than 1,200 women were reportedly sexually assaulted during the first three months of 2011 alone; and killings and drownings of migrants and asylum-seekers in the Gulf of Aden are on the rise, due to unsanitary conditions on the dangerous journey, unseaworthy vessels, and injuries deliberately inflicted on passengers by smugglers.

4. Continued conflict in places such as Afghanistan and Iraq, showed little or no signs of abatement; while new challenges emerged, notably in the Middle East and North Africa region. Escalating violence in south and central Somalia displaced hundreds of thousands of people internally, forcing more than 119,000 Somalis across borders in 2010, and more than 145,000 during the first half of 2011. Post-electoral violence in Côte d'Ivoire displaced tens of thousands of people within the country and some 150,000 into neighbouring countries. In Central Asia, in June 2010, violence in and around Osh and other cities in southern Kyrgyzstan led to the displacement of an estimated 300,000 people internally, in addition to some 75,000 persons who took refuge in neighbouring Uzbekistan.

5. This report provides an account of the work carried out by UNHCR between January 2010 and mid-2011. More detailed information, including on regional and country operations, can be found in UNHCR's Global Report 2010 as well as in the various governance reports presented to the Executive Committee of the High Commissioner's Programme and its Standing Committee. All these reports are available at: www.unhcr.org.

II. Populations of concern

6. Table 1 at the end of this report presents the populations of concern at the end of 2010. For more detailed statistical information, please refer to UNHCR's Global Trends 2010, published on 20 June 2011 and available at: www.unhcr.org/statistics.

7. At the end of 2010, there were 33.9 million people of concern to UNHCR, including some 10.55 million refugees (an increase of 153,000 compared to 2009, mostly as a result of the continued deterioration of the situation in Somalia). The number of people displaced within their own country as a result of conflict reached an estimated 27.5 million, with some 14.7 million of them benefiting from UNHCR protection and assistance. The latter constitutes a decrease of just under a million compared to the previous year (15.6 million), mainly as a result of the return of internally displaced persons (IDPs) in Pakistan and the Democratic Republic of the Congo during 2010. The number of stateless persons identified by UNHCR based on data available stood at 3.5 million, as compared to 6.6 million at the end of 2009. The reduction was as a result of methodological changes for counting stateless persons, rather than an actual reduction in statelessness. The actual number of stateless persons is estimated to be closer to 12 million.

8. The prevailing political situation in a number of countries not only uprooted millions but also prevented the return of refugees and IDPs. The estimated number of returned refugees (197,600) has steadily decreased since 2004, with 2010 being the lowest level in 20 years. In contrast, the number of returned IDPs (2.9 million) was the highest in almost 15 years.

9. During 2010, at least 845,800 individual claims for asylum or refugee status were submitted to Governments or UNHCR offices in 166 countries or territories, representing an 11 per cent decrease compared to the previous year (948,400)[1] and the first drop after three consecutive annual increases. Similar to previous years, Zimbabweans accounted for the vast majority of all claims submitted in 2010 (149,400), mainly in South Africa. The majority of the remaining applications came from asylum-seekers originating from Afghanistan, Colombia, the Democratic Republic of the Congo, Myanmar, Serbia (and Kosovo: Security Council resolution 1244 (1999)) and Somalia.

III. UNHCR reform

10. Responding to unsustainable trends in staffing and Headquarters costs and a financial crisis within the organization, UNHCR initiated a comprehensive set of internal reforms in 2006. After five years, a number of important outcomes are evident from the consolidation of these reforms, which have enabled the Office to dedicate more resources to the Field and address critical gaps in protection and assistance.

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[1] The report of the United Nations High Commissioner for Refugees covering the period 1 January 2009-30 June 2010 (A/65/12) reported a provisional figure of 922,000 individual claims for asylum or refugee status, whereas the final figure for 2010 was 948,400, as a result of retroactive revision of asylum data by some Governments. All figures in this report are considered provisional, pending publication of the year end Statistical Yearbook, which can be found on UNHCR's website: www.unhcr.org/statistics.

11. In 2006, at the outset of the reform process, the total volume of UNHCR activities was some $1.1 billion. Staff costs represented approximately 41 per cent of total expenditure while Headquarters costs accounted for 14 per cent. In 2010, the Office's overall expenditure was nearly $1.9 billion, an increase of some 70 per cent compared with 2006. Staff grew by only 5 per cent overall during this period, with all of that growth in the Field. Overall staff costs, meanwhile, fell to 27 per cent of total expenditure, and Headquarters costs were down to 9 per cent. Charts A and B below depict these significant shifts.

Chart A

Operations, staff and administrative costs as a percentage of total expenditure (2006 to 2010)

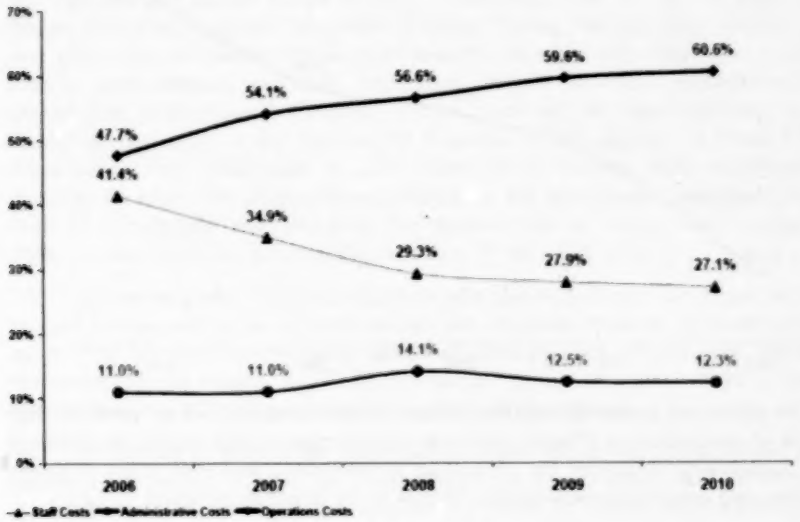
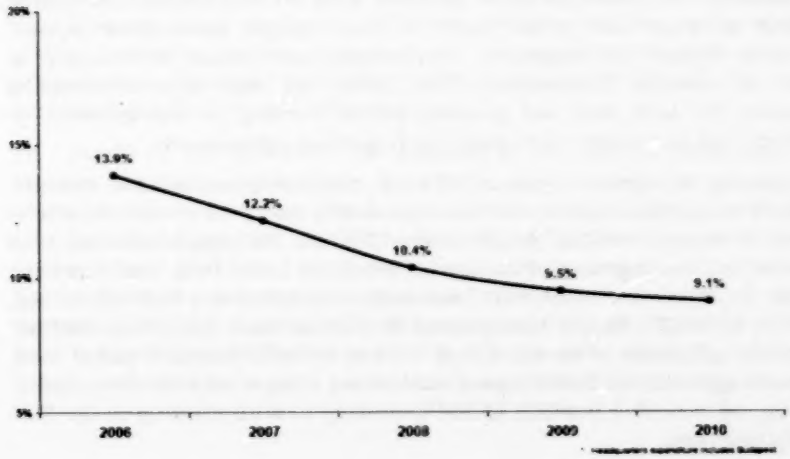


Chart B

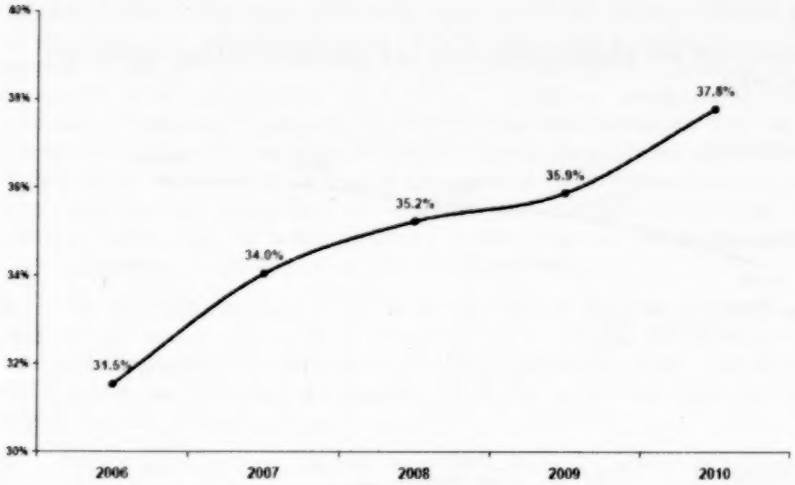
Headquarters expenditure* as a percentage of total expenditure (2006 to 2010)



12. The proportion of funds dedicated to implementing partners, including non-governmental organizations (NGOs), has risen from 32 per cent in 2006 to 38 per cent — of a much higher total expenditure — in 2010. Implementing partners provide the Office with vital operational flexibility.

Chart C

Percentage of implem[illegible]ting partner expenditure vs. total UNHCR expenditure (2006 to 2010)



13. The efficiency gains through the internal reform process have given the Office a margin of manoeuvre to allocate resources to underfunded and neglected situations and to launch key initiatives for improving its protection and emergency response capacities, and ensuring greater accountability to the populations under its care.

14. In terms of protection capacity, UNHCR's operation in the Democratic Republic of the Congo was reinforced with 34 new posts, and there was a significant increase in protection positions in the Sudan. A further 42 new protection positions were created in 2011. These protection positions were developed to address specific areas such as sexual and gender-based violence; refugee status determination, resettlement, asylum and migration, statelessness, and cluster coordination in situations of internal displacement. The Office has also expanded training opportunities for both staff and partners, and is working on strengthening its partnerships with protection actors, particularly national organizations.

15. Regarding emergency response, UNHCR has developed a new, strategic, global stock management system and has expanded its stockpiles so as to be able to respond to as many as 600,000 people within 72 hours. The supply chain has been restructured to provide greater efficiency and reliability in the field, while ensuring the speed, flexibility and adaptability necessary to respond to a new emergency. Meanwhile, UNHCR's Supply Management Service has been restructured and has improved the efficiency of its end-to-end delivery of relief items. A global stock management approach has been adopted, establishing a larger network of stockpiles, identifying and removing bottlenecks and improving forward planning in the field and at Headquarters.

16. These two objectives of protection and emergency response have a common purpose — to improve the protection and assistance provided by UNHCR, thereby ensuring greater accountability to the populations under its care. The Office is committed to pursuing consolidation of the achievements of the internal reforms, including improving and refining tools, simplifying processes and reinforcing delivery and accountability.

IV. Protection and operational overview

A. Major challenges

17. Sexual and gender-based violence continued to be one of the most serious threats to the protection of displaced persons. During the reporting period, women and girls were frequently exposed to widespread rape and other sexual violence, human rights abuses, and early marriages. Despite UNHCR's efforts to prevent sexual and gender-based violence, it has continued at alarming rates in some countries, including in the Democratic Republic of the Congo. In Chad, UNHCR documented over 1,000 cases of such violence in 2010 alone, with underreporting a concern. In Haiti, the displacement caused by the earthquake, combined with the loss of livelihoods and impunity for perpetrators of sexual and gender-based violence, increased the vulnerability of many women and girls.

18. The rise in global irregular migration was also a challenge to refugee protection, placing serious strains on national asylum and reception systems, undermining public support for asylum, and generating more restrictive policies and practices. Meanwhile, the prevalence of racism, racial discrimination, xenophobia and related intolerance, made preserving humanitarian principles increasingly difficult.

19. The failure to respect the universal principle of *non-refoulement* and prevent the return of people to countries where their lives are in danger has become one of the biggest protection challenges confronting UNHCR. During the reporting period, expulsions, including of families with young children and persons belonging to ethnic minorities, were observed, as well as the implementation of bilateral readmission agreements which omitted or limited asylum safeguards. In other situations, systematic interception practices failed to distinguish between those in need of international protection and others. At the same time, many examples of positive protection practices were observed: for example, in West Africa, in relation to the outflow of refugees from Côte d'Ivoire, and in the Middle East, in response to the situation in the Libyan Arab Jamahiriya.

20. Deaths of asylum-seekers and migrants at sea, who were escaping poverty, violence and human rights abuses back home, have reached dramatic proportions. These populations came from places such as Eritrea, Ethiopia, the Islamic Republic of Iran, Iraq, the Libyan Arab Jamahiriya, Somalia and Tunisia. At least 1,000 people are known to have died trying to cross the Mediterranean during the first half of 2011. Similar incidents occurred in the Indian and Pacific Oceans, and the Gulf of Aden. In response, UNHCR is working with the International Maritime Organization to explore ways to minimize such disasters at sea. The Office has also called on Governments to improve mechanisms for rescue at sea, and has appealed to shipmasters for adherence to the longstanding maritime obligation of aiding people in distress.

B. Refugee protection in the context of international migration

21. Ongoing global mega-trends, including climate change, demographic pressure and urbanization, as well as food, water and energy insecurity, are affecting modern displacement and migration patterns. International and national security agendas and the rise of terrorist attacks have also led to more restrictive measures and policies against asylum-seekers and refugees that at times ignore the legitimate protection concerns of individuals. Furthermore, migration policies and practices do not always take sufficient account of the needs of asylum-seekers and refugees moving within larger and mixed groups. As a result, the denial of access to territory remained a serious challenge during the reporting period. Pushbacks and land-border closures were noted in some countries without the necessary protection safeguards having been put in place.

22. In 2010, UNHCR focused on implementing the 10-Point Plan of Action on Refugee Protection and Mixed Migration; developing measures for the protection of asylum-seekers at sea; contributing more effectively to international efforts to prevent and combat trafficking in people; promoting global and regional mechanisms to devise protection-sensitive migration policies; responding to the needs of persons in need of international protection, including vulnerable individuals such as unaccompanied/separated minors, in mixed movements; increasing awareness of the phenomenon; and exploring opportunities to increase protection space for refugees and asylum-seekers, for example through regional free movement arrangements and labour migration schemes, and promoting global and regional consultative processes.

23. The 2010 High Commissioner's Dialogue on "Protection Gaps and Responses", focused on international cooperation, burden sharing and comprehensive regional approaches; implementation and normative gaps; and issues relating to statelessness. Participants highlighted in particular the need for protection-sensitive migration policies and border management systems, and fair asylum procedures. In follow-up to the Dialogue, UNHCR is working on developing a common framework on international cooperation and burden sharing.

24. UNHCR has enhanced its cooperation in the area of migration and human trafficking with organizations such as the International Organization for Migration (IOM), the United Nations Office on Drugs and Crime, the Office of the United Nations High Commissioner for Human Rights (OHCHR), the Council of Europe, the United Nations Inter-Agency Cooperation Group against Trafficking in Persons, FRONTEX, the European Commission and the Organization for Security and Cooperation in Europe (OSCE), as well as with NGOs.

C. Strengthening implementation of the 1951 Convention and its 1967 Protocol, and the Statelessness Conventions

25. Together with its 1967 Protocol, the 1951 Convention relating to the Status of Refugees continues to provide a global charter for refugees, and has proven to be a dynamic instrument capable of adapting to a wide range of socio-political contexts. Forms of persecution related to gender discrimination, gang-related violence, extortion, and sexual oppression and discrimination, have been accepted as falling within the definition of a "refugee", where threats to life are involved. Moreover,

since 1951, the elaboration of regional instruments in Africa, Latin America and Europe, in which the 1951 Convention is fully recognized, proves that respect for the institution of asylum is strong. The number of States parties to the 1951 Convention and/or the 1967 Protocol increased to 148 during the reporting period, with the latest accession to both by Nauru at the end of June 2011.

26. With Panama's accession to the two statelessness conventions in early June 2011, the number of States parties to the 1954 Convention relating to the Status of Stateless Persons increased to 66, and the number of States parties to the 1961 Convention on the Reduction of Statelessness reached 38. As increasing the numbers of States parties to these conventions is a key strategy for countering statelessness, UNHCR has stepped up its advocacy efforts, particularly in the context of the commemorations of the fiftieth anniversary of the 1961 Convention. As a result, accessions procedures have been initiated to either one or both of the statelessness conventions in at least eight States as of early July 2011.

D. Identification, prevention and reduction of statelessness and the protection of stateless persons

27. Despite increased momentum in efforts to prevent and reduce statelessness, progress has been slow. Fifty years after the adoption of the 1961 Convention on the Reduction of Statelessness, up to 12 million people remain stateless and have yet to benefit from a solution to their plight.

28. The number of statelessness situations in which UNHCR undertook an operational response increased. The Office's new four-pillar budget structure, which includes a separate budget (pillar II) for statelessness activities, allowed field offices to put in place distinct programmes to ensure that responding to the statelessness problem is given priority in relevant operations. The progress achieved is evident from the number of UNHCR operations which set objectives relating to statelessness (from 28 in 2009 to 60 in 2011), and in the Office's budget and expenditure (from approximately $12 million in expenditure in 2009 to a budget of $38.5 million in 2010). In addition, three dedicated regional statelessness posts were created in Asia, Europe, and the Middle East and North Africa regions.

29. UNHCR's efforts focused on improving baseline data on stateless populations; promoting accession to the statelessness conventions; promoting law reform and providing technical advice; preventing statelessness through documentation, birth registration and legal aid; reducing statelessness; promoting determination procedures; developing international legal standards and doctrinal guidance; providing operational guidance and training; bolstering partnerships; and raising awareness.[2]

E. Regional challenges

30. The reduction of humanitarian space in a number of regions has made preserving humanitarian principles and delivering protection and assistance more

[2] More information on UNHCR's activities in the area of statelessness, including ongoing challenges, as well as progress made in various countries, can be found in A/AC.96/1098/Add.1 (28 June 2011).

challenging for UNHCR. Many longstanding conflicts, often fought within fragile States, have remained unresolved and continued to be the source of large-scale movements.

31. In Africa, UNHCR's operations were marked by new and ongoing complex emergencies. Fighting in southern and central Somalia, in addition to widespread famine and drought, caused further large-scale displacement, straining services and facilities in camps in Ethiopia, Djibouti and Kenya. In response to unprecedented levels of malnutrition among new arrivals, UNHCR and its partners stepped up life-saving interventions, and the Office airlifted 100 tons of relief items from its emergency stockpile in Dubai to the region. In late 2010, political instability in Côte d'Ivoire led to the mass flight of more than 150,000 refugees into Liberia, Ghana, Guinea and Togo. The withdrawal of the United Nations Mission in the Central African Republic and Chad, and the progressive drawdown of the United Nations Organization Stabilization Mission in the Democratic Republic of the Congo raised protection and operational challenges in both countries.

32. Insecurity continued to prevail in the eastern part of the Democratic Republic of the Congo, displacing more than 180,000 people in North Kivu in 2010 alone, and bringing the total number of IDPs in the province to half a million people. Sudan remained UNHCR's largest humanitarian operation in Africa. The Comprehensive Peace Agreement entered a crucial phase with the referendum on Southern Sudan in January 2011, resulting in a vote for independence. UNHCR worked with relevant actors to prepare for a number of potential humanitarian consequences, including possible displacement and statelessness in the context of the secession of Southern Sudan in July 2011. A series of expulsions and kidnappings of aid workers in the Sudan had a negative impact on the functioning of humanitarian programmes in the region; one UNHCR staff member was killed in early 2011.

33. In the Americas, the Colombia situation remained UNHCR's largest operation. The Office continued to work to prevent displacement, provide assistance and protection to newly displaced, and explore solutions for those who have been displaced for many years. One year after the earthquake in Haiti, internal displacement remained significant with more than a million individuals confronted with specific protection challenges. UNHCR remained engaged in the prevention of statelessness through birth registration and access to civil documentation; the mitigation of secondary forced displacement; and the protection of displaced women and girls. More broadly, UNHCR continued to promote the Mexico Plan of Action as a regional framework for protection, and provided support to countries incorporating refugee protection within their national legal systems. Despite the overall strengths of the region's refugee legislation, the implementation of fully effective refugee protection mechanisms continued to pose challenges.

34. In Asia, over 200,000 IDPs in Sri Lanka returned home with the Office's assistance. Catastrophic floods in Pakistan had a devastating impact on over 20 million people, including refugees, IDPs, and Pakistani communities. The humanitarian community, including UNHCR, supported the Government of Pakistan in responding to the emergency. In Central Asia in June 2010, UNHCR successfully mobilized a timely emergency response in a highly complex political and security environment, following the conflict-induced displacement of an estimated 300,000 people inside southern Kyrgyzstan, in addition to some 75,000 who fled across the

border into Uzbekistan. Other challenges in the region during the reporting period included responding to complex mixed migration movements, and providing protection and assistance to persons of concern in urban areas.

35. In Europe, the overall landscape for UNHCR remained similar to that of the previous reporting period, with very diverse situations concerning asylum-seekers, refugees, IDPs, returnees and stateless people. UNHCR redoubled its efforts to safeguard asylum in the broader migration context, and to build and maintain effective asylum systems; to promote durable solutions for refugees and internally displaced persons; and to prevent and reduce statelessness. Intensive support for the development of a Common European Asylum System within the European Union continued, as well as UNHCR's engagement with the judiciary and efforts to build public understanding and support for asylum-seekers and refugees. The Office also worked to ensure that border measures were sensitive to persons seeking asylum and to victims of trafficking.

36. In the Middle East and North Africa region, popular uprisings presented challenges as well as opportunities for the Office to work with Governments in order to expand protection space. The volatility caused movements of people, in particular from the Libyan Arab Jamahiriya into Tunisia and Egypt, as well as movements across the Mediterranean into Italy and Malta. UNHCR collaborated with IOM and Governments in undertaking a massive humanitarian evacuation, assisting tens of thousands of migrants from many different countries to return home. UNHCR's ability to provide protection to around 8,000 refugees inside the Libyan Arab Jamahiriya was substantially constrained.

37. Elsewhere in the region, family visits by air between refugees living in the Tindouf camps in Algeria and their families in Western Sahara successfully resumed in January 2011, after months of suspension. The 2004 Plan of Action on the Confidence Building Measures (CBM) programme was discussed by all parties and the United Nations during a meeting hosted by UNHCR in February 2011. The positive outcome of the meeting reconfirmed the commitment of all parties to implement the CBM programme. In Iraq, UNHCR continued to provide protection and assistance to displaced Iraqis and engage with the Government and partners in finding long-term solutions. This includes innovative area-based approaches, such as the Diyala initiative, which help ensure that essential needs are met and services provided, facilitating safe and sustainable return and reintegration. In Yemen, nearly 300,000 Yemeni civilians remained displaced. UNHCR supported the Government in drafting an IDP policy and continued to provide protection and assistance to refugees and IDPs, despite escalating violence which limited access in some areas.

38. Efforts to implement UNHCR's 2009 "Policy on Protection and Solutions in Urban Areas" continued. UNHCR initiated four real-time evaluations on implementation of the policy in Bulgaria (Sofia), Costa Rica (Desamparados), Kenya (Nairobi) and Tajikistan (Dushanbe), demonstrating that UNHCR field staff and partners have become considerably more sensitive to the issue of refugees in urban areas, and have developed a variety of operational means to address it. At the same time, UNHCR's ability to expand the protection space in urban areas has been constrained by limited capacity and resources, as well as national policies and practices that are sometimes inconsistent with the policy. A compilation of lessons learned will feed into the development of specific operational guidance on education, livelihoods, medical referrals and community outreach in urban settings.

F. Safety and security of staff and populations of concern

39. With the creation of the Division of Emergency Security and Supply (DESS), UNHCR aimed to maximize the synergies between security, emergency and supply. The 2009 audit on security governance undertaken by the United Nations Office of Internal Oversight Services (OIOS), and the establishment in 2009 of a high-level Security Steering Committee in UNHCR under the chairmanship of the High Commissioner, led to the development of a Security Management Plan of Action and Strategy for Implementation for 2010 to 2011.

40. During the reporting period, UNHCR's work in this area included providing enhanced support to the field; improving the quality of services provided by Field Safety Advisers; increasing the capacity of managers to manage risk effectively; providing more training opportunities for all staff; improving information gathering and analysis; reviewing and evaluating security management through oversight and Headquarters processes; and developing new approaches to ensure the security of beneficiaries.

41. A manual with guidance for staff and partners on how to respond to recurring security threats against persons of concern is under preparation and due to be completed by the end of 2011. Based on good practices and practical advice from the field, it will reinforce a multidisciplinary approach to resolving problems associated with beneficiary security.

G. Emergency preparedness and response

42. During the reporting period, UNHCR engaged in an extensive review and analysis of its emergency management system, to improve the quality of preparedness and the predictability of emergency response. The Emergency Section has been reconfigured with a new approach to managing deployments to the field, including the creation of a Senior Corporate Emergency Roster of experienced staff members to complement the existing Emergency Response Team and standby partner arrangements.

43. The Office has further reinforced the three core functions of its emergency response mechanism: (a) emergency policies and procedures, including enhanced coordination and information management services; (b) internal emergency rosters; and (c) strategic partnerships with external organizations.

44. On the supply side, the provision of humanitarian relief items is one of the most critical aspects of UNHCR's care and maintenance programmes as well as emergency response operations. Following an independent evaluation of UNHCR's supply chain in 2008, key changes were introduced in 2009 and 2010 to strengthen supply management and ensure a timely and effective end-to-end delivery.

H. Assuring basic needs and essential services

45. The difficult and insecure working environment described above has frequently required that UNHCR staff find new or alternative methods to provide even the most basic goods and services to people of concern. During the reporting period, UNHCR worked to better address both nutrition and anaemia among

beneficiaries, including through a strengthened partnership with the World Food Programme (WFP), described in chapter VI below. The Office also developed the quality of its shelter programmes to provide better standards of housing and living space. In the area of water, sanitation and hygiene, UNHCR focused on improving conditions in 11 priority countries (10 in Africa and 1 in the Middle East).

46. UNHCR worked to ensure that beneficiaries had access to affordable health services in urban areas, whereas in protracted refugee situations, attention was given to upholding the quality of public health programmes. The establishment of the internal web-based health information system, WebHIS, allowed staff to prioritize action in this area. In 2010, UNHCR played an active role as a co-sponsor of the Joint United Nations Programme on HIV/AIDS (UNAIDS), including with respect to the development of the 2011-2015 Getting to Zero Strategy. Internally, UNHCR's strategic plan on HIV was updated to ensure alignment with the UNAIDS 2011-15 Strategy. In 2011, UNHCR began working with WFP on the UNAIDS Division of Labour for Addressing HIV in Humanitarian Emergencies. In addition to direct interventions, the Office continued to encourage governments to include persons of concern in their national HIV and AIDS plans and policies.

47. The Office continued to make progress with regard to targeted interventions in support of the protection of women and girls in five areas: sexual and gender-based violence; participation in decision-making and leadership; economic self-reliance; education; and access to sanitary materials. Regarding sexual and gender-based violence, UNHCR worked with more than 150 national and international partners to implement targeted projects aimed at reducing the exposure of women and girls to such violence and ensuring that women can obtain legal advice and legal representation. Regarding participation in decision-making and leadership, on average, women now account for 40 per cent of refugee camp committee members. In the past three years, there has been a 50 per cent increase in the number of women of concern engaged in gainful economic activities. In terms of access to sanitary materials, some progress has been made, with half of UNHCR's country operations fully meeting the target in 2010; however, more work needs to be done in this area.

48. In the area of education, UNHCR focused on three complementary objectives: greater access, improved quality, and enhanced protection. Primary-level refugee enrolment rose and almost 80 staff members received training in establishing educational priorities and creating safe learning environments. Through the German Albert Einstein Academic Refugee Initiative (DAFI) scholarship programme, more than 1,800 students in 37 countries advanced their university studies.

49. Sound environmental management continued to be central to protection and livelihood opportunities in 2010. UNHCR focused on the promotion of renewable energy and fuel efficiency; environmental impact assessment and monitoring; awareness-raising and training; sustainable land use and agriculture; and community-based environmental plans. Promotion of innovative technology in refugee operations resulted in the introduction of fuel-efficient stoves, solar lighting, and alternative energy. Halfway towards its goal for 2010-2011, UNHCR has improved rehabilitation efforts in 6 of the 21 countries where there have been negative environmental consequences from displacement.

V. Resolving protracted situations and achieving durable solutions

50. With so many unresolved conflicts around the world, it has been challenging in terms of finding durable solutions for refugees. While the granting of asylum to refugees is a fundamental component of international protection, it is not an end in itself. Durable solutions remain centred around voluntary repatriation, local integration and resettlement, and are best pursued within comprehensive solutions strategies. In addition to these classic solutions, UNHCR has begun to explore the possibility of refugees accessing migration opportunities, including through existing or new employment and education schemes.

A. Protracted refugee situations

51. The number of refugees considered by UNHCR to be in a protracted situation stood at 7.2 million at the end of 2010. Strategic solutions road maps for concluding long-term refugee situations were pursued in various countries. In Africa, the road maps targeted Angolan, Liberian and Rwandan refugees and concentrated on solutions, mainly voluntary repatriation and local integration. Ultimately, the road maps envisage the invocation of the "ceased circumstances" clauses, bringing an end to refugee status at the appropriate time.

52. In Europe, the High Commissioner appointed a Personal Envoy to facilitate closure of the displacement chapter generated by conflict in the Balkans (1991-1995), working in close cooperation with Governments and other international organizations. For urban-based refugees, such as those in Baku, Azerbaijan, socio-economic profiling and intention surveys were conducted, leading to the enhancement of livelihood strategies for many, as well as renewed focus on voluntary repatriation and resettlement. In the Russian Federation, a comprehensive review of the "legacy cases" is under way, in cooperation with the Government.

53. Efforts to implement the Government of Pakistan's comprehensive Management and Repatriation Strategy for Afghan refugees continued. This included exploring possibilities of establishing alternative stay arrangements for different categories of Afghan refugees in Pakistan, including for business owners, skilled and unskilled workers and their families. A population profiling exercise and the continuation of the Refugee-Affected and Hosting Areas programme form part of the strategy.

B. Voluntary repatriation

54. In 2010, a number of major voluntary repatriation operations took place, with a total of 197,600 refugees returning home, mainly to Afghanistan, Iraq and the Democratic Republic of the Congo. Meanwhile, other repatriation operations were ongoing or have now resumed, while some new operations were launched.

55. The voluntary repatriation of the remaining 5,000 Mauritanian refugees from Senegal resumed in October 2010 but was again stopped on 13 January 2011 (with the last convoy). Mauritania has confirmed its willingness to cooperate with UNHCR to ensure the identification and repatriation of the remaining group of refugees, with the objective of declaring, within the framework of the tripartite agreement, the completion of this operation once those remaining have been repatriated.

56. In terms of new operations, UNHCR, the Government of Angola and other countries in the region, are preparing for the repatriation of the majority of the estimated 135,000 Angolan refugees residing in asylum countries at the end of 2010. In Kosovo (Security Council resolution 1244 (1999)), UNHCR is supporting the authorities with the development of a return strategy and action plan as well as the promotion of sustainable reintegration together with the OSCE and other international organizations. In June 2010, years of UNHCR advocacy were rewarded with the adoption by Bosnia and Herzegovina of the Revised Strategy for the Implementation of Annex VII of the Dayton Peace Agreement. The Strategy sets the framework for durable solutions for IDPs, including return and local integration.

C. Local integration

57. Local integration is often the preferred option for refugees who have developed social or economic ties with their host communities, with naturalization in the country of asylum offering the most secure legal status. In this regard, it is worth recalling the unprecedented decision of the Tanzanian Government in April 2010 to naturalize more than 162,200 Burundian refugees who had lived in the country since 1972. Throughout 2010, UNHCR assisted many refugees in different countries to prepare for local integration, including through education and self-reliance projects, and by providing them with legal assistance. In West Africa, efforts were pursued to regularize the presence of Liberian and Sierra Leonean refugees who have stayed in their respective countries of asylum for more than 15 years. Former Sierra Leonean refugees were provided with national passports, and countries of asylum agreed to regularize their stay with long-term residence permits, in accordance with the legal framework established by the Economic Community of West African States.

58. Ongoing discussions in this area also took place in Latin America, through the Cities of Solidarity forum, as well as in Europe with assistance from the European Commission. In Georgia, UNHCR entered into a partnership with the United Nations Development Programme in support of the transition from short-term assistance to the long-term integration of refugees and former refugees, as well as the development of host communities.

D. Resettlement

59. Resettlement remained one of the three principal solutions for refugees, especially for those facing particular protection risks in countries of asylum, or as a means of ending protracted displacement. Diversifying the nationalities of refugees considered for resettlement, as well as the number of resettlement countries, were key goals in 2010. While the number of countries with regular programmes expanded to 25, the need for resettlement places outstripped supply. Bulgaria, Hungary, Paraguay and Spain established new programmes, while Japan and Romania started pilot programmes.

60. In 2010, UNHCR submitted some 108,000 refugees for resettlement, the main beneficiaries being refugees from Iraq (26,700), Myanmar (24,400) and Bhutan (20,600). Nine per cent of all resettlement submissions were for women and girls at risk, the highest percentage achieved in the last five years. The largest numbers of

refugees were resettled, with UNHCR's assistance, to the United States of America (54,077), Canada (6,706), Australia (5,636), Sweden (1,789) and Norway (1,088).

61. Despite these positive developments, the number of resettlement places offered — approximately 80,000 — still left a large gap in meeting the resettlement needs. In 2010, an estimated 200,000 places were needed, and for 2011, it is anticipated that some 172,300 people will need resettlement.

62. With the outbreak of the crisis in the Libyan Arab Jamahiriya, resettlement became part of the emergency response. UNHCR launched the Global Resettlement Solidarity Initiative to gather support for additional resettlement places for non-Libyan refugees (comprising mainly Eritreans, Somalis, Sudanese, Iraqis and Ivorians) fleeing the country to Tunisia and Egypt, and put additional resources to process cases out of the border areas.

63. The three emergency transit facilities in Romania, the Philippines and Slovakia continued to play a key role in evacuating refugees in emergency situations. In December 2010, an agreement was signed with the Slovak Government to extend the use of the emergency transit centre in Humenne for refugees of all nationalities.

VI. Partnerships and coordination

64. In 2010, UNHCR worked with a wide spectrum of partners, including Governments, NGOs, United Nations agencies, intergovernmental organizations, the Red Cross and Red Crescent Movement, regional organizations, and the private sector. These relationships helped the Office protect and assist populations under its care in a more effective and comprehensive way.

65. NGOs made up the largest group among UNHCR's partners and played an essential role in meeting a large variety of the needs of people of concern. UNHCR channelled $544 million or 28 per cent of its total expenditures through 687 NGOs (153 international and 534 national). The Office worked to strengthen national NGOs by providing capacity-building opportunities, including through regional umbrella organizations, such as the African NGO Task Force, and continued to count on standby arrangements with international NGOs, such as Save the Children, the Danish and Norwegian Refugee Councils, the Swiss Agency for Development and Cooperation, RedR Australia, Irish Aid, GOAL, Canadem, and the United Nations Volunteers programme, for the deployment of staff in emergencies, particularly technical experts.

66. Maintaining strong bilateral relations with key United Nations agencies remained a priority, particularly in the context of the Inter-Agency Standing Committee. Five years after the humanitarian reform process led to the establishment of the inter-agency cluster approach in support of internally displaced populations, UNHCR sought new ways to work within the humanitarian system to strengthen coordination and improve operations, including through the development of a tri-cluster training module for staff working in the clusters which UNHCR leads or co-leads (protection, camp coordination and camp management, and shelter). Also notable in 2010, was the revision by UNHCR and WFP of their Memorandum of Understanding to reflect new methods of providing food assistance and improved nutrition interventions, and agreement on strengthening cooperation in a number of

areas including joint assessment missions and increased emphasis on food security in urban areas.

67. The Office continued to make progress in bolstering partnerships with regional organizations. In Africa, UNHCR worked with bodies at the regional and subregional levels, including the African Union and the Economic Commission for Africa, the East African Community, the Economic Community of West African States, the Intergovernmental Authority on Development and the Southern African Development Community on issues such as creating a favourable environment for local integration; promoting the African Union Convention on the Protection and Assistance of IDPs in Africa; and fostering cooperation on protection in the context of mixed migration movements.

68. In the Americas, UNHCR supported the Organization of American States in adopting three resolutions for the protection of refugees, IDPs and, for the first time, stateless people. UNHCR also co-sponsored the Ibero-American Forum on Migration and Development, which focused on the impact of the global financial crisis on refugees and migrants. In the Asia and Pacific region, UNHCR continued to participate in the Bali Process, aimed at countering smuggling and trafficking in persons. In Europe, UNHCR's relations with the European Union institutions, the Council of Europe, OSCE, the International Centre for Migration Policy Development, the Intergovernmental Consultations on Migration, Asylum and Refugees and many NGOs continued to provide valuable opportunities for advancing humanitarian objectives.

69. In the Middle East and North Africa, the Office worked to implement its Memorandum of Understanding with the Organization of the Islamic Conference, and opened up a regional external relations hub in Abu Dhabi with the aim of strengthening relations with Governments and partners in the region.

70. In 2010, UNHCR continued to reinforce its corporate partnerships. More than 60 companies, including LEGO, UNIQLO, Novartis, Manpower, Microsoft, PricewaterhouseCoopers, Nike, the International Olympic Committee, FC Barcelona, the United Parcel Service, Hewlett-Packard, the Portuguese energy company EDP, and Pirelli, worked with the Office throughout the year. These partnerships focused on increasing awareness and providing support for displaced populations through employee giving schemes, marketing campaigns, special projects, in-kind donations and cash grants. Of particular importance has been the donation of sanitary materials for refugee women and girls by Procter and Gamble, since 2008, as well as the ongoing ninemillion.org campaign created by Nike and Microsoft. The IKEA Foundation became UNHCR's newest partner. Skype also made an important contribution to staff welfare by enabling, together with the Government of Luxembourg, personnel working in remote locations in hardship duty stations to communicate with their families free or at minimal cost, using a special version of the company's software designed specifically for UNHCR.

71. Other key contributors to UNHCR's programmes included the Bill and Melinda Gates Foundation, the United Arab Emirates Red Crescent Society, the Sheikha Fatima Fund for Refugee Women, the Postcode Lottery in the Netherlands and Sweden, the United Nations Foundation, the Lebara Foundation, and the Diana Princess of Wales Memorial Fund. UNHCR's Goodwill Ambassadors also played an essential role in increasing public awareness and support for people of concern to the Office.

VII. Financial management and oversight of programmes

A. Financial management

72. In 2010, UNHCR planned and implemented programmes for the first time under a new budget structure based on comprehensive needs assessment and within the results-based management framework. The budget is broken down into four pillars, which broadly represent the needs of different populations of concern, for each operation, namely: pillar I — refugee programme; pillar II — statelessness programme; pillar III — reintegration projects; and pillar IV — IDP projects.

73. The global needs-based budget for 2010 amounted to $3.3 billion, including an initial approved budget of $3 billion, and a total of $281.4 million for nine supplementary budgets created during the course of 2010. These nine supplementary budgets were created in response to refugee and IDP situations requiring emergency interventions in response to unforeseen needs, including: Yemen ($16.8 million for IDPs); Somalia ($38.3 million for refugee response in neighbouring countries); Kenya ($23.5 million for the extension of the refugee camp in Dadaab); the Congo ($21.9 million) and the Central African Republic ($5.8 million) for assistance to Congolese refugees; Pakistan ($14.4 million for improvement of refugee-affected and hosting areas); Haiti ($12.5 million for emergency response to the earthquake); Pakistan ($120.7 million for emergency assistance to flood-affected people); and Kyrgyzstan ($12.5 million for emergency response).

74. Although 2010 was characterized by a continuing worldwide economic crisis, UNHCR received strong donor backing. With ongoing support from traditional donors, including the private sector, the Office received $1.86 billion in voluntary contributions, an increase of almost $150 million from 2009. Nevertheless, these contributions covered only 57 per cent of the budgetary requirements, leaving many needs unmet during the year. Careful review and prioritization of objectives and the sequencing of needs, as funds became available, was thus an important element of UNHCR's financial management during the course of the year.

75. While the Office provided protection and essential services to refugees around the world with the contributions it received, refugees were sustained by the resources and support of host communities and countries. At the beginning of 2010, developing countries hosted some 8.3 million refugees, equivalent to 80 per cent of the global refugee population. Just under a quarter of that number were found in the 50 least developed States. Pakistan remains the number one refugee-hosting country, followed by the Islamic Republic of Iran. More information on the contributions of host countries in 2010 can be found in UNHCR's Global Report 2010, on the Office's website.

B. Oversight and audit

1. Audit

76. Consistent with international best practice in oversight and good governance, from both public and private sectors, UNHCR is establishing an Independent Audit and Oversight Committee (IAOC). This was approved by the Standing Committee of UNHCR's Executive Committee in June 2011. The IAOC is being established to: (a) serve in an expert advisory capacity to assist the High Commissioner and the

Executive Committee in exercising their oversight responsibilities; and (b) provide external, independent, senior-level advice regarding the functioning of audit and oversight in UNHCR; internal and external audit and oversight matters including the monitoring of follow-up on recommendations; financial management and reporting within UNHCR; and risk management by the Office.

77. The United Nations Board of Auditors is responsible for conducting the external audit of the voluntary funds administered by UNHCR, for issuing an annual audit report on the Office's financial statements, and for expressing an audit opinion thereon. Led by the Comptroller and Auditor General of the United Kingdom of Great Britain and Northern Ireland, with a six-year term commencing July 2010, the focus of the financial audit work on UNHCR in 2010 and 2011 included: assessing the design and implementation of key internal controls; looking at the ability of the organization to identify risks and assess the impact which they may have; and following up on previous recommendations.

78. OIOS provides internal audit services to UNHCR. During the reporting period, the main risk areas of focus were: strategic management and governance; programme and project management; supply chain management; financial management; human resources management; information and communications technology management; and safety and security. As a result, 15 audit reports (with 196 recommendations) were produced, compared with 30 in the prior period. The decline in the number of audits is attributable to the high vacancy rate in the OIOS audit team.

2. Inspection and investigation

79. The Inspector General's Office (IGO) continued to focus on its three core functions: inspections of the quality of management of UNHCR operations; investigations of allegations of misconduct by UNHCR personnel; and ad hoc inquiries into violent attacks on UNHCR personnel and operations, as well as into other incidents causing major losses or damage to UNHCR's integrity, credibility or assets. Cooperation between internal oversight entities as well as enhanced cooperation with United Nations system-wide entities such as OIOS and the Joint Inspection Unit progressed in the last year. The IGO is close to completing the implementation of all recommendations from the European Anti-Fraud Office (OLAF) and continues to put into practice its related road map established in 2009.

80. During the period from July 2010 to June 2011, the IGO registered a total of 1,261 complaints, 82 per cent of which were lodged by persons of concern and were therefore dealt with in coordination with the regional bureaux and the field. Fifteen per cent (187) of all complaints allege staff or third party misconduct, falling squarely within the ambit of the IGO. Each of these complaints was reviewed carefully and a decision made as to whether the allegations were of a serious and substantiated nature. These assessments led to the opening of 57 new investigations. Priority was given to cases that directly affected beneficiaries, abuse of authority and other workplace behaviours, and those of substantial serious fraud. Five investigations resulted in a Preliminary Investigation Report being transmitted to the Division of Human Resources Management for appropriate action. Forty-four investigations resulted in a closure report, as the allegation of staff misconduct was either unfounded or could not be sufficiently substantiated.

81. As recommended in the 2008 OLAF report, the IGO has been examining methods for working with implementing partners to investigate allegations of wrongdoing by third parties. Since UNHCR worked with some 538 implementing partners in 2010, both international and national, involving expenditure of over $676 million, certain parameters have to be set up to contain the number and type of investigations mounted. The IGO has therefore recommended that, until sufficient capacity is built up, its investigations be limited to allegations involving major financial loss, criminal misconduct, and/or those that could seriously undermine UNHCR's reputation, including sexual exploitation and abuse. Joint missions, conducted with implementing partners who have relevant investigation expertise, will serve to further build capacity, as well as to improve communication and information sharing with these partners.

82. From October 2010 to June 2011, the IGO conducted a total of 10 standard inspections. One of these was of a Headquarters unit, and the other nine were to field locations. In addition, two ad hoc inspections were carried out: one to look into reported management concerns in an operation in Africa and the other to Iraq. A review of lessons learned from inspections in 2010 was undertaken which resulted in an action plan to adjust the "Conduct of Inspections" methodology in 2011, including further revisions to the Inspection Handbook.

VIII. Conclusion

83. In 2011, UNHCR is commemorating the sixtieth anniversary of the 1951 Convention Relating to the Status of Refugee and the fiftieth anniversary of the 1961 Convention on the Reduction of Statelessness, culminating in December with a ministerial-level event of United Nations Member States in Geneva. The Office hopes to secure a renewed commitment to the principles enshrined in the Conventions; to receive concrete pledges of action from Governments to resolve refugee and statelessness problems, including through increased accessions to the Conventions; and to bring about a shared vision for protection in the years to come.

Table 1

Refugees, asylum-seekers, internally displaced persons (IDPs), returnees (refugees and IDPs), stateless persons, and others of concern to UNHCR by country/territory of asylum, end-2010

Country/territory of asylum[1]	REFUGEES					Returned refugees[5]	IDPs protected/ assisted by UNHCR, incl people in IDP-like situations[6]	Returned IDPs[7]	Stateless persons[8]	Various[9]	Total population of concern
	Refugees[2]	People in refugee-like situations[3]	Total refugees and people in refugee-like situations	*Of whom assisted by UNHCR*	Asylum-seekers (pending cases)[4]						
Afghanistan	43	6,391	6,434	6,434	30	118,032	351,907	3,366	-	838,250	1,318,019
Albania	76	-	76	76	23	-	-	-	-	-	99
Algeria[10]	94,144	-	94,144	90,139	304	3	-	-	-	-	94,451
Angola	15,155	-	15,155	4,997	4,241	488	-	-	-	-	19,884
Antigua and Barbuda	-	-	-	-	-	-	-	-	-	-	-
Argentina	3,276	-	3,276	241	947	-	-	-	-	-	4,223
Armenia	3,296	-	3,296	3,275	23	-	-	-	6	82,519	85,844
Aruba	-	-	-	-	1	-	-	-	-	-	1
Australia	21,805	-	21,805	-	3,760	-	-	-	-	-	25,565
Austria	42,630	-	42,630	-	25,625	-	-	-	401	-	68,656
Azerbaijan	1,891	-	1,891	1,891	17	-	592,860	-	2,078	-	596,846
Bahamas	21	7	28	27	9	-	-	-	-	-	37
Bahrain	165	-	165	165	69	-	-	-	-	-	234
Bangladesh	29,253	200,000	229,253	29,253	-	-	-	-	-	-	229,253
Belarus	589	-	589	231	66	-	-	-	7,731	-	8,386
Belgium	17,892	-	17,892	-	18,288	-	-	-	691	-	36,871
Belize	134	-	134	98	30	-	-	-	-	-	164
Benin	7,139	-	7,139	7,139	101	-	-	-	-	-	7,240
Bolivia (Plurinational State of)	695	-	695	283	41	-	-	-	-	-	736
Bonaire	-	-	-	-	1	-	-	-	-	-	1
Bosnia and Herzegovina	7,016	-	7,016	1,370	153	909	113,365	277	5,000	52,713	179,433
Botswana	2,986	-	2,986	2,986	249	-	-	-	-	-	3,235
Brazil	4,357	-	4,357	2,820	872	-	-	-	-	-	5,229
British Virgin Islands	2	-	2	2	-	-	-	-	-	-	2
Brunei Darussalam	-	-	-	-	-	-	-	-	20,992	-	20,992
Bulgaria	5,530	-	5,530	-	1,412	-	-	-	-	-	6,942
Burkina Faso	531	-	531	531	534	-	-	-	-	-	1,065
Burundi	29,365	-	29,365	29,365	12,062	4,766	157,167	-	1,059	-	204,419
Cambodia	129	-	129	129	51	-	-	-	-	-	180
Cameroon	104,275	-	104,275	104,275	2,383	-	-	-	-	-	106,658
Canada	165,549	-	165,549	-	51,025	-	-	-	-	-	216,574
Cayman Islands	1	-	1	-	4	-	-	-	-	-	5
Central African Rep.	21,574	-	21,574	4,319	1,219	49	192,529	-	-	-	215,371
Chad	347,939	-	347,939	328,746	110	41	131,000	50,000	-	-	529,090
Chile	1,621	-	1,621	-	274	-	-	-	-	-	1,895
China[11]	300,986	-	300,986	68	122	-	-	-	-	-	301,108
- Hong Kong SAR, China	154	-	154	154	486	-	-	-	1	-	641
- Macao SAR, China	-	-	-	-	9	-	-	-	-	1	10
Colombia	212	-	212	69	167	34	3,672,054	-	11	-	3,672,478
Comoros	-	-	-	-	-	-	-	-	-	-	-
Congo	133,112	-	133,112	133,112	5,524	101	-	-	-	-	138,737
Costa Rica	12,371	7,134	19,505	15,800	375	-	-	-	-	-	19,880
Côte d'Ivoire	26,218	-	26,218	26,218	256	46	514,515	22,625	-	-	563,660
Croatia	863	73	936	936	81	469	2,125	160	1,749	20,383	25,903
Cuba	411	-	411	377	11	-	-	-	-	-	422
Curacao	7	-	7	7	2	-	-	-	-	-	9
Cyprus	3,394	-	3,394	-	5,396	-	-	-	-	-	8,790
Czech Rep.	2,449	-	2,449	-	1,065	-	-	-	-	-	3,514
Dem. Rep. of the Congo	166,336	-	166,336	107,590	932	16,631	1,721,382	460,754	-	-	2,366,035
Denmark	17,922	-	17,922	-	3,363	-	-	-	3,216	-	24,501
Djibouti	15,104	-	15,104	15,104	732	-	-	-	-	7	15,843
Dominica	-	-	-	-	-	-	-	-	-	-	-
Dominican Rep.	599	-	599	154	1,759	-	-	-	-	-	2,358
Ecuador	52,905	68,344	121,249	52,905	49,887	-	-	-	-	-	171,136
Egypt	95,056	-	95,056	25,056	14,303	-	-	-	60	-	109,419
El Salvador	38	-	38	7	18	2	-	-	-	-	58
Equatorial Guinea	-	-	-	-	-	-	-	-	-	-	-
Eritrea	4,809	-	4,809	4,809	137	-	-	-	-	-	4,946
Estonia	39	-	39	-	10	-	-	-	100,983	-	101,032
Ethiopia	154,295	-	154,295	154,295	1,028	6	-	-	-	-	155,329
Fiji	1	-	1	1	6	-	-	-	-	-	7
Finland	8,724	-	8,724	-	2,097	-	-	-	3,125	-	13,946
France	200,687	-	200,687	-	48,576	-	-	-	1,131	-	250,394

Country/territory of asylum[1]	REFUGEES					Returned refugees[5]	IDPs protected/ assisted by UNHCR, incl. people in IDP-like situations[6]	Returned IDPs[7]	Stateless persons[8]	Various[9]	Total population of concern
	Refugees[2]	People in refugee-like situations[3]	Total refugees and people in refugee-like situations	*Of whom assisted by UNHCR*	Asylum-seekers (pending cases)[4]						
Gabon	9,015	-	9,015	*9,015*	4,132	-	-	-	-	-	13,147
Gambia	8,378	-	8,378	*8,330*	74	-	-	-	-	-	8,452
Georgia[12]	639	-	639	*639*	44	3	359,716	-	1,826	-	362,228
Germany	594,269	-	594,269	-	51,991	-	-	-	7,920	16,282	670,462
Ghana	13,828	-	13,828	*13,828*	749	1	-	-	-	-	14,578
Greece	1,444	-	1,444	-	55,724	-	-	-	260	-	57,428
Grenada	-	-	-	-	3	-	-	-	-	-	3
Guatemala	138	-	138	*7*	2	-	-	-	-	-	140
Guinea	14,113	-	14,113	*14,113*	764	1	-	-	-	-	14,878
Guinea-Bissau	7,679	-	7,679	*7,679*	330	-	-	-	-	-	8,009
Guyana	7	-	7	-	-	-	-	-	-	-	7
Haiti	-	-	-	-	4	1	-	-	-	-	5
Honduras	14	-	14	-	-	-	-	-	-	-	14
Hungary	5,414	-	5,414	-	367	-	-	-	62	-	5,843
Iceland	83	-	83	-	39	-	-	-	113	-	235
India	184,821	-	184,821	*14,823*	3,746	-	-	-	-	-	188,567
Indonesia	811	-	811	*811*	2,071	-	-	-	-	-	2,882
Iran (Islamic Rep. of)	1,073,366	-	1,073,366	*1,073,366*	1,775	22	-	-	-	-	1,075,163
Iraq	34,655	-	34,655	*34,655*	3,073	28,896	1,343,568	294,770	120,000	-	1,824,962
Ireland	9,107	-	9,107	-	5,129	-	-	-	-	-	14,236
Israel	337	25,134	25,471	*9,587*	5,575	-	-	-	9	-	31,055
Italy	56,397	-	56,397	-	4,076	-	-	-	854	-	61,327
Jamaica	21	-	21	*20*	-	-	-	-	-	-	21
Japan	2,586	-	2,586	*727*	3,078	-	-	-	1,397	-	7,061
Jordan[13]	450,915	-	450,915	*31,013*	2,159	-	-	-	-	-	453,074
Kazakhstan	714	3,692	4,406	*655*	314	-	-	-	7,966	-	12,686
Kenya	402,905	-	402,905	*402,905*	27,966	325	300,000	-	20,000	-	751,196
Kuwait	184	-	184	-	3,275	-	-	-	93,000	-	96,459
Kyrgyzstan[14]	508	1,950	2,458	*958*	554	-	80,000	200,000	21,157	-	304,169
Lao People's Dem. Rep.	-	-	-	-	-	-	-	-	-	-	-
Latvia	68	-	68	-	53	-	-	-	326,906	-	327,027
Lebanon	7,949	114	8,063	*8,063*	1,417	-	-	-	-	-	9,480
Lesotho	-	-	-	-	-	-	-	-	-	-	-
Liberia	24,735	8	24,743	*24,743*	28	1,305	-	-	-	-	26,076
Libyan Arab Jamahiriya	7,923	-	7,923	*1,913*	3,194	-	-	-	-	1,850	12,967
Liechtenstein	92	-	92	-	44	-	-	-	6	-	142
Lithuania	803	-	803	-	71	-	-	-	3,674	-	4,548
Luxembourg	3,254	-	3,254	-	696	-	-	-	173	-	4,123
Madagascar	-	-	-	-	-	-	-	-	-	-	-
Malawi	5,740	-	5,740	*5,740*	9,362	-	-	-	-	-	15,102
Malaysia[15]	80,651	865	81,516	*81,516*	11,339	-	-	-	40,001	80,000	212,856
Mali	13,558	-	13,558	*13,558*	1,703	-	-	-	-	-	15,261
Malta	6,136	-	6,136	-	1,295	-	-	-	-	-	7,431
Mauritania	717	26,000	26,717	*535*	241	1,391	-	-	-	-	28,349
Mauritius	-	-	-	-	-	-	-	-	-	-	-
Mexico	1,395	-	1,395	*200*	172	-	-	-	3	-	1,570
Micronesia (Federated States of)	-	-	-	-	-	-	-	-	-	-	-
Monaco	-	-	-	-	1	-	-	-	-	-	1
Mongolia	12	-	12	*12*	1	-	-	-	260	-	273
Montenegro	16,364	-	16,364	*16,364*	5	-	-	-	1,300	373	18,042
Montserrat	-	-	-	-	14	-	-	-	-	-	14
Morocco	792	-	792	*792*	280	-	-	-	-	-	1,072
Mozambique	4,077	-	4,077	*2,384*	5,914	5	-	-	-	-	9,996
Myanmar	-	-	-	-	-	-	62,015	-	797,388	-	859,403
Namibia	7,254	-	7,254	*7,254*	1,421	29	-	-	-	-	8,704
Nepal	87,514	2,294	89,808	*72,514*	938	2	-	-	800,000	571	891,319
Netherlands	74,961	-	74,961	-	13,053	-	-	-	2,061	-	90,075
New Zealand	2,307	-	2,307	-	216	-	-	-	-	-	2,523
Nicaragua	64	-	64	*11*	12	20	-	-	-	-	96
Niger	314	-	314	*314*	18	-	-	-	-	-	332
Nigeria	8,747	-	8,747	*8,747*	1,815	-	-	-	-	-	10,562
Norway	40,260	-	40,260	-	12,473	-	-	-	3,118	-	55,851
Occupied Palestinian Territory	-	-	-	-	-	13	-	-	-	-	13
Oman	78	-	78	*78*	13	-	-	-	-	-	91

Country/territory of asylum[1]	REFUGEES					Returned refugees[5]	IDPs protected/ assisted by UNHCR, incl people in IDP-like situations[6]	Returned IDPs[7]	Stateless persons[8]	Various[9]	Total population of concern
	Refugees[2]	People in refugee-like situations[3]	Total refugees and people in refugee-like situations	*Of whom assisted by UNHCR*	Asylum-seekers (pending cases)[4]						
Pakistan[16]	1,900,621	-	1,900,621	*1,900,621*	2,095	2	952,035	1,186,889	-	-	4,041,642
Palau	-	-	-		-	-	-	-	-	-	-
Panama	2,073	15,000	17,073	*3,967*	479	-	-	-	3	-	17,555
Papua New Guinea	4,698	5,000	9,698	*2,639*	1	-	-	-	-	-	9,699
Paraguay	107	-	107	*94*	8	-	-	-	-	-	115
Peru	1,146	-	1,146	*136*	264	1	-	-	-	-	1,411
Philippines	243	-	243	*65*	73	-	139,509	-	-	68	139,893
Poland	15,555	-	15,555	-	2,126	-	-	-	763	-	18,444
Portugal	384	-	384	-	72	-	-	-	31	-	487
Qatar	51	-	51	*51*	16	-	-	-	1,200	-	1,267
Rep. of Korea	358	-	358	*9*	712	-	-	-	179	-	1,249
Rep. of Moldova	148	-	148	*148*	81	-	-	-	2,031	-	2,260
Romania	1,021	-	1,021	*270*	388	-	-	-	321	-	1,730
Russian Federation[17]	4,922	-	4,922	*4,922*	1,463	38	75,371	758	50,000	-	132,552
Rwanda	55,398	-	55,398	*55,398*	290	10,906	-	-	-	-	66,594
Saint Kitts and Nevis	-	-	-	-	-	-	-	-	-	-	-
Saint Lucia	-	-	-	-	6	-	-	-	-	-	6
Saint Maarten	1	-	1	*1*	3	-	-	-	-	-	4
Saint Vincent and the Grenadines	-	-	-	-	-	-	-	-	-	-	-
Sao Tome and Principe	-	-	-	-	-	-	-	-	-	-	-
Saudi Arabia	555	27	582	*582*	87	-	-	-	70,000	-	70,669
Senegal	20,672	-	20,672	*20,672*	2,177	-	-	-	-	-	22,849
Serbia (and Kosovo UNSCR 1244)	73,608	-	73,608	*73,608*	209	399	228,442	1,803	8,500	-	312,961
Sierra Leone	8,363	-	8,363	*8,341*	210	-	-	-	-	-	8,573
Singapore	7	-	7	*7*	-	-	-	-	-	-	7
Slovakia	461	-	461	-	267	-	-	-	911	-	1,639
Slovenia	312	-	314	-	121	-	-	-	4,090	-	4,525
Somalia	1,937	-	1,937	*1,937*	24,111	34	1,463,780	-	-	-	1,489,862
South Africa[18]	57,899	-	57,899	-	171,702	-	-	-	-	-	229,601
Spain	3,820	-	3,820	-	2,715	-	-	-	31	-	6,566
Sri Lanka	223	-	223	*223*	138	5,062	273,772	161,128	-	-	440,323
Sudan[19]	144,008	34,300	178,308	*109,391*	6,046	7,070	1,624,100	143,000	-	-	1,958,524
Suriname	1	-	1	-	7	-	-	-	-	-	8
Swaziland	759	-	759	-	-	-	-	-	-	-	759
Sweden	82,629	-	82,629	-	18,635	-	-	-	9,344	-	110,608
Switzerland	48,813	-	48,813	-	12,916	-	-	-	62	-	61,791
Syrian Arab Rep.[13]	1,005,472	-	1,005,472	*140,677*	2,446	-	-	-	300,000	-	1,307,918
Tajikistan	3,131	-	3,131	*2,053*	1,656	-	-	-	2,300	-	7,087
Thailand[20]	96,675	-	96,675	*96,675*	10,250	-	-	-	542,505	-	649,430
The former Yugoslav Republic of Macedonia	959	439	1,398	*1,398*	161	-	-	-	1,573	-	3,132
Timor-Leste	1	-	1	*1*	4	-	-	-	-	-	5
Togo	14,051	-	14,051	*4,155*	151	29	-	-	-	-	14,231
Tonga	-	-	-	-	3	-	-	-	-	-	3
Trinidad and Tobago	29	-	29	*29*	102	-	-	-	-	-	131
Tunisia	89	-	89	*38*	23	-	-	-	-	-	112
Turkey	10,032	-	10,032	*10,032*	6,715	255	-	-	780	306	18,088
Turkmenistan	62	-	62	-	-	-	-	-	20,000	-	20,062
Uganda[21]	135,801	-	135,801	*135,801*	20,804	59	125,588	302,991	-	-	585,253
Ukraine	2,522	500	3,022	*318*	2,981	-	-	-	40,353	-	46,356
United Arab Emirates	538	-	538	*538*	86	-	-	-	-	-	624
United Kingdom	238,150	-	238,150	-	14,880	-	-	-	205	-	253,235
United Rep. of Tanzania	109,286	-	109,286	*109,286*	1,247	-	-	-	-	162,256	272,789
United States	264,574	-	264,574	-	6,285	-	-	-	-	-	270,859
Uruguay	189	-	189	*105*	40	-	-	-	-	-	229
Uzbekistan	311	-	311	*311*	-	-	-	-	-	-	311
Vanuatu	4	-	4	*4*	-	-	-	-	-	-	4
Venezuela (Bolivarian Republic of)	1,547	200,000	201,547	*21,145*	15,859	-	-	-	10,200	-	217,406
Viet Nam	1,928	-	1,928	-	-	-	-	-	-	-	12,128
Yemen	190,092	-	190,092	*109,102*	2,557	-	220,994	94,712	-	-	508,355
Zambia	47,857	-	47,857	*6,550*	325	-	-	-	-	-	48,182
Zimbabwe	4,435	-	4,435	*4,435*	416	180	-	-	-	-	5,031
Various	-	-	-	-	-	-	-	-	-	-	-
Grand Total	9,952,412	597,272	10,549,686	5,849,110	837,478	197,626	14,697,804	2,923,233	3,463,070	1,255,579	33,924,475
UNHCR-Bureaux											
Central Africa-Great Lakes	976,300	-	976,300	*881,096*	27,899	32,494	2,202,076	510,754	1,059	162,256	3,912,840
East and Horn of Africa	858,859	34,300	893,159	*824,242*	80,624	7,494	3,513,478	445,901	20,000	7	4,960,953
Southern Africa	146,162	-	146,162	*34,346*	193,630	702	-	-	-	-	340,494
Western Africa	168,326	8	168,334	*158,368*	8,910	1,382	514,516	22,629	-	1,850	717,616
Asia and Pacific	3,793,923	220,192	4,014,115	*3,264,091*	43,428	123,120	1,859,238	1,551,383	2,284,346	918,890	10,774,520
Middle East and North Africa	1,889,712	51,275	1,940,987	*452,904*	39,118	30,303	1,564,562	389,482	584,269	-	4,548,721
Europe	1,605,625	1,012	1,606,639	*115,478*	314,986	2,073	1,371,879	2,998	693,379	172,576	4,064,530
Americas	513,505	290,485	803,990	*98,505*	128,683	58	3,672,054	-	17	-	4,604,802
Various/unknown	-	-	-	-	-	-	-	-	-	-	-
Total	9,952,412	597,272	10,549,686	5,849,110	837,478	197,626	14,697,804	2,923,233	3,463,070	1,255,579	33,924,475

Country/territory of asylum[1]	REFUGEES					Returned refugees[5]	IDPs protected/ assisted by UNHCR, incl. people in IDP-like situations[6]	Returned IDPs[7]	Stateless persons[8]	Various[9]	Total population of concern
	Refugees[2]	People in refugee-like situations[3]	Total refugees and people in refugee-like situations	*Of whom assisted by UNHCR*	Asylum-seekers (pending cases)[4]						
UN major regions											
Africa	2.348.368	60.308	2.408.676	2.016.525	329.608	43.442	6.230.071	976.370	21.119	164.113	10.176.423
Asia	5.475.351	240.467	5.715.818	3.631.795	72.410	152.287	4.376.376	1.940.865	2.853.245	1.001.715	16.112.716
Europe	1.586.373	1.012	1.587.387	99.641	302.791	1.815	419.303	2.998	588.689	88.751	2.982.734
Latin America and the Caribbean	83.382	290.485	373.867	98.505	71.373	58	3.672.054	-	17	-	4.117.369
Northern America	430.123	-	430.123	-	57.310	-	-	-	-	-	487.433
Oceania	28.815	5.000	33.815	2.644	3.986	-	-	-	-	-	37.801
Various	-	-	-	-	-	-	-	-	-	-	-
Total	9.952.412	597.272	10.549.686	5.849.110	837.478	197.626	14.697.804	2.920.233	3.463.070	1.255.579	33.924.476

Notes

The data are generally provided by Governments, based on their own definitions and methods of data collection.

A dash (-) indicates that the value is zero, not available or not applicable.

[1] Country or territory of asylum or residence.

[2] Persons recognized as refugees under the 1951 UN Convention/1967 Protocol, the 1969 OAU Convention, in accordance with the UNHCR Statute, persons granted a complementary form of protection and those granted temporary protection. In the absence of Government figures, UNHCR has estimated the refugee population in 24 industrialized countries based on 10 years of individual refugee recognition.

[3] This category is descriptive in nature and includes groups of persons who are outside their country or territory of origin and who face protection risks similar to those of refugees, but for whom refugee status has, for practical or other reasons, not been ascertained.

[4] Persons whose application for asylum or refugee status is pending at any stage in the asylum procedure.

[5] Refugees who have returned to their place of origin during the calendar year. Source: country of origin and asylum.

[6] Persons who are displaced within their country and to whom UNHCR extends protection and/or assistance. It also includes people in IDP-like situations. This category is descriptive in nature and includes groups of persons who are inside their country of nationality or habitual residence and who face protection risks similar to those of IDPs, but who, for practical or other reasons, could not be reported as such.

[7] IDPs protected/assisted by UNHCR who have returned to their place of origin during the calendar year.

[8] Refers to persons who are not considered nationals by any State under the operation of its laws.

[9] Refers to individuals who do not necessarily fall directly into any of the other groups but to whom UNHCR may extend its protection and/or assistance services. These activities might be based on

[10] According to the Government of Algeria, there are an estimated 165,000 Sahrawi refugees in the Tindouf camps.

[11] The 300,000 Vietnamese refugees are well integrated and in practice receive protection from the Government of China.

[12] IDP figure in Georgia includes 124,000 people who are in an IDP-like situation.

[13] Refugee figures for Iraqis in Jordan and the Syrian Arab Republic are Government estimates.

[14] IDP figure in Kyrgyzstan includes 20,000 people who are in an IDP-like situation.

[15] According to UNHCR, and based on lists provided by refugee communities in Malaysia, there are 10,000 unregistered asylum-seekers in Malaysia who share the same profile as the current population of asylum-seekers and refugees and who are being progressively registered and having their refugee status determined.

[16] Refugee population: this is an estimated number of Afghan refugees registered with the Government of Pakistan, and is subject to change after completion of the verification exercise ongoing at the time of reporting. Returned IDPs: this figure includes spontaneous returns in 2009 that could only be verified in 2010.

[17] IDP figure in the Russian Federation includes 22,200 people who are in an IDP-like situation.

[18] Asylum seekers (pending cases) refers to an estimated 171,700 undecided cases at first instance at the end of 2009 (no update available).

[19] IDP figure in Sudan includes 76,100 people who are in an IDP-like situation.

[20] Figures for stateless persons are based on ongoing discussions between the Thai authorities and UNHCR and will be further verified in the course of the year.

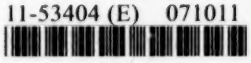
[21] The IDP figure at the end of 2010 represents the remaining IDP population in camps, former camps, settlements and transit sites. They remain of concern to UNHCR together with the 353,000 who have already returned to their villages.

Source: UNHCR/Governments.

Table 2
UNHCR budget and expenditure
(United States dollars)

Subregion		PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration project	PILLAR 4 IDP project	USD Total
Central Africa and the Great Lakes	Budget	365,060,731	1,384,933	19,171,429	55,586,542	**441,203,635**
	Expenditure	231,024,487	1,332,562	11,456,954	35,776,582	**279,590,585**
East and Horn of Africa	Budget	503,498,766	1,041,000	17,847,270	94,762,006	**617,149,042**
	Expenditure	232,568,161	1,013,116	15,987,549	49,380,121	**298,948,947**
West Africa	Budget	69,610,446	2,500,000	7,326,248	6,335,545	**85,772,239**
	Expenditure	44,735,768	1,346,458	1,839,742	4,206,724	**52,128,691**
Southern Africa	Budget	67,601,244	1,090,000	6,461,865	2,970,875	**78,123,984**
	Expenditure	39,610,951	1,049,261	1,885,963	2,125,122	**44,671,297**
North Africa	Budget	45,927,552	17,000	1,068,568		**47,013,120**
	Expenditure	25,971,558	15,324			**25,986,882**
Middle East	Budget	345,922,573	3,101,804	68,814,000	156,619,106	**574,457,483**
	Expenditure	190,439,879	3,012,097	22,817,080	76,100,482	**292,369,538**
South-West Asia	Budget	183,087,714		46,829,610	218,667,211	**448,584,535**
	Expenditure	89,533,834		27,639,064	133,511,649	**250,684,547**
Central Asia	Budget	12,807,385	750,014		19,701,832	**33,259,231**
	Expenditure	8,694,810	715,822		17,924,656	**27,335,288**
South Asia	Budget	29,972,617	145,351	635,032	29,174,350	**59,927,350**
	Expenditure	18,706,977	143,969	540,440	24,843,987	**44,235,373**
South-East Asia	Budget	53,762,734	10,093,809	300,000	5,226,330	**69,382,874**
	Expenditure	32,052,383	10,033,066	227,676	3,733,459	**46,046,584**
East Asia and the Pacific	Budget	12,848,075	1,110,267			**13,958,342**
	Expenditure	10,503,661	1,073,646			**11,577,307**
Eastern Europe	Budget	52,487,951	2,647,291	4,127,206	66,476,414	**125,738,862**
	Expenditure	29,109,484	2,560,005	1,558,860	16,536,734	**49,765,083**
South-Eastern Europe	Budget	38,725,840	4,477,890	10,275,175	34,607,972	**88,086,877**
	Expenditure	16,040,457	4,130,529	6,210,970	15,044,852	**41,426,808**
Central Europe	Budget	10,560,527	569,373			**11,129,900**
	Expenditure	7,170,754	374,503			**7,545,257**
North, West and South Europe	Budget	29,444,478	1,613,233			**31,057,711**
	Expenditure	24,559,398	1,550,913			**26,110,311**
North America and the Caribbean	Budget	6,556,858	653,822		11,682,356	**18,893,036**
	Expenditure	5,404,670	644,958		4,177,764	**10,227,392**
Latin America	Budget	46,323,629	200,000		28,022,088	**74,545,717**
	Expenditure	30,362,161	163,221		22,225,720	**52,751,102**
Global Programmes	Budget	142,019,857				**142,019,857**
	Expenditure	134,103,340				**134,103,340**
Headquarters[1]	Budget	175,738,068				**175,738,068**
	Expenditure	171,558,098				**171,558,098**
Total programmed activities	**Budget**	**2,191,957,045**	**31,395,787**	**182,856,403**	**729,832,627**	**3,136,041,862**
	Expenditure	**1,342,150,831**	**29,159,450**	**90,164,298**	**405,587,852**	**1,867,062,430**
Operational Reserve	Budget	118,395,668				**118,395,668**
Subtotal	**Budget**	**2,310,352,713**	**31,395,787**	**182,856,403**	**729,832,627**	**3,254,437,530**
Subtotal	**Expenditure**	**1,342,150,831**	**29,159,450**	**90,164,298**	**405,587,852**	**1,867,062,430**
NAM Reserve	Budget	3,026,540				**3,026,540**
Support costs	Budget	7,623,813			11,641,751	**19,265,564**
Junior Professional Officers	Budget	12,000,000				**12,000,000**
	Expenditure	11,111,229				**11,111,229**
	Budget	**2,333,003,066**	**31,395,787**	**182,856,403**	**741,474,378**	**3,288,729,634**
	Expenditure	**1,353,262,059**	**29,159,450**	**90,164,298**	**405,587,852**	**1,878,173,659**

Note: Includes indirect support costs that are recovered from contributions to Pillars 3 and 4, supplementary budgets and the "New or additional activities – mandate-related" (NAM) reserve.
[1] Includes UN Regular Budget as follows: budget USD 39,640,800 and expenditure USD 39,640,800



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